

IBMhq Test Case Execution Report

Test Case Name:Send Response - 1

Requirement Name: CX

Execution Start Time:2020-08-03 14-51-30

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
24	23	1	Fail	1

Step No:1

Step Description: Enter sysagent in USERNAME

Expected Result: sysagent should be entered in USERNAME

Actual Result: The Element: USERNAME is set with text: sysagent

Status: Pass



Step No:2

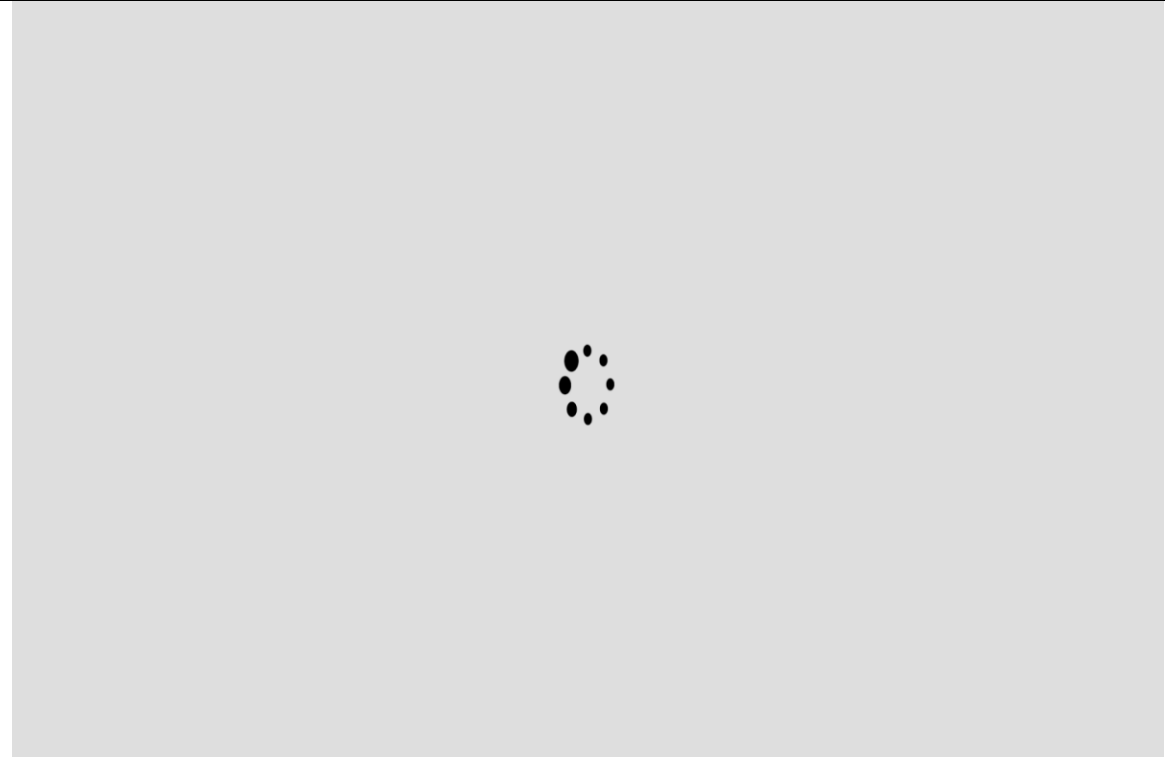
Step Description: Enter *** in PASSWORD

Expected Result: *** should be entered in PASSWORD

Actual Result: The Element: PASSWORD is set with text: Agent1234

Status: Pass



Step No:3
Step Description: Click Login Button
Expected Result: Click Login Button
Actual Result: The Element: LoginButton is clicked
Status: Pass


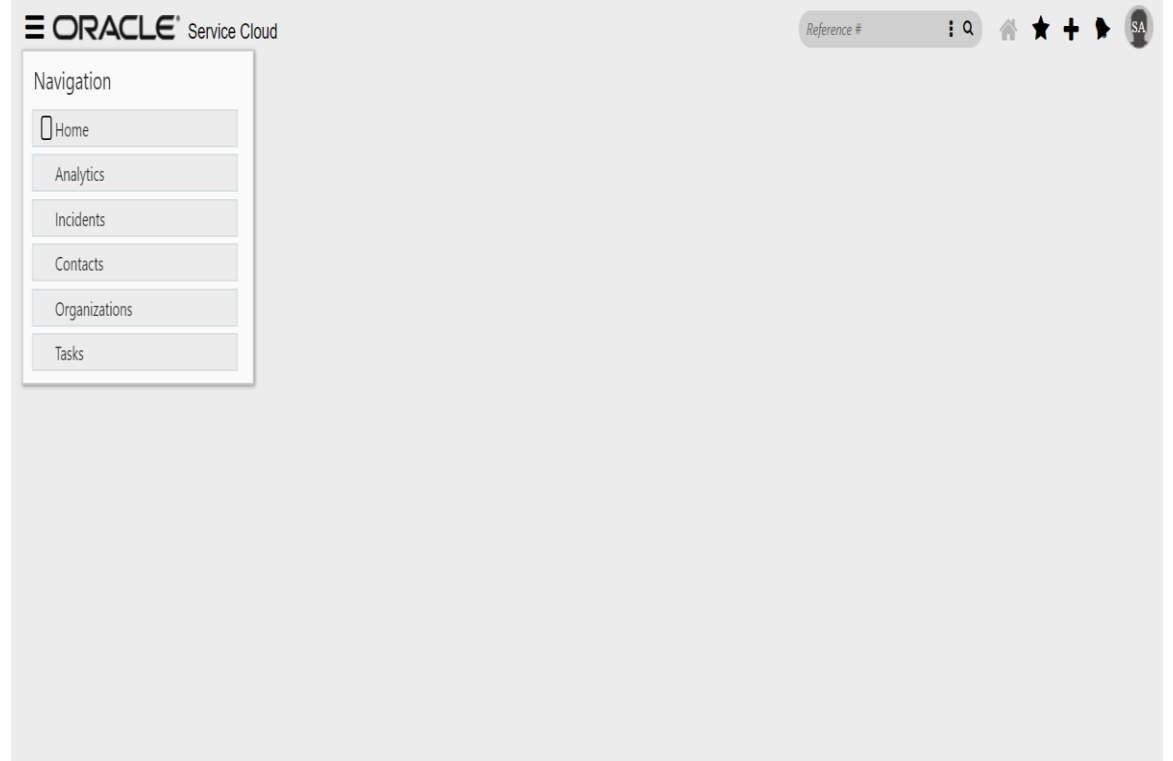
Step No:4

Step Description: Click on Navigation Menu

Expected Result: Click on Navigation Menu

Actual Result: The Element: ClickIncidentsMenu is clicked

Status: Pass



Step No:5

Step Description: Click on Incidents

Expected Result: Click on Incidents

Actual Result: The Element: IncidentsMain is clicked

Status: Pass



Step No:6

Step Description: Click on Search

Expected Result: Search the incident

Actual Result: The Element: ClickSearch is clicked

Status: Pass



Step No:7

Step Description: Double click and open the first Record

Expected Result: First Record to be opened

Actual Result: The Element: OpenRecord is double clicked

Status: Pass

ORACLE Service Cloud

Reference # 🔍 🏠 ★ + 👤 SA

Incidents

🔍 Search ↻ Refresh 🔄 Reset 📁 Open 📄 New 🖨️ Print 📄 Copy 📄 Assign 📄 Propose ✕ Delete 📖 Bookmark

Subject	Status	Full Name	Queue	Date Last Updated	Reference #
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:49 PM	200730-000079
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:43 PM	200730-000077
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:33 PM	200730-000074
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:28 PM	200730-000072
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:24 PM	200730-000070
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:15 PM	200730-000067
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:12 PM	200730-000063
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 09:52 PM	200730-000061
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 04:07 PM	200730-000004
FishPhone not working	Open			07/27/2020 05:28 PM	200727-000000

996 Records

Step No:8

Step Description: ClickMessages

Expected Result: ClickMessages

Actual Result: The Element: ClickMessages is clicked

Status: Pass

ORACLE Service Cloud

Reference #

Incidents 200727-000000

Save Save & Close Refresh New Print

Summary Messages Contacts Details Time Billed Tasks Organization Web Visit Attachments Audit Log

Add a Response Add Private Note Add Customer Entry

Filter Newest first

Sys Agent Email Draft Mode

To

Cc

Bcc

Step No:9

Step Description: In the message area, write response text

Expected Result: Enter Response Text

Actual Result: The Element: SetResponse is set with text: We are working on your issue and we will get back to you.

Status: Pass

The screenshot displays the Oracle Service Cloud interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar contains 'Reference #'. Below this, a navigation bar includes 'Incidents' and a specific incident ID '200727-000000'. A toolbar with 'Save', 'Save & Close', 'Refresh', 'New', and 'Print' is present. The main content area has tabs for 'Summary', 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Messages' tab is active, showing options to 'Add a Response', 'Add Private Note', and 'Add Customer Entry'. A green header bar indicates 'Sys Agent' and 'Email' in 'Draft Mode'. Below this, there are fields for 'To', 'Cc', and 'Bcc'. A rich text editor toolbar with various formatting options (bold, italic, underline, etc.) is shown. The text area contains the draft message: 'We are working on your issue and we will get back to you.'

Step No:10

Step Description: Click on Menu

Expected Result: Click on Menu

Actual Result: The Element: ClickMenu2 is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar contains 'Reference #'. Below this, a breadcrumb trail shows 'Incidents' and a specific incident ID '200727-000000'. A toolbar includes buttons for 'Save', 'Save & Close', 'Refresh', 'New', and 'Print'. The main content area has tabs for 'Summary', 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Messages' tab is active, showing options to 'Add a Response', 'Add Private Note', and 'Add Customer Entry'. A green bar indicates 'Sys Agent' and 'Email' in 'Draft Mode'. Below this, there are fields for 'To', 'Cc', and 'Bcc'. A rich text editor toolbar is visible, followed by the text 'We are working on your issue and we will get back to you.' A context menu is open on the right side of the interface, showing options: 'Send', 'Forward', 'Copy', 'Propose', and 'Best Answers'.

Step No:11

Step Description: Click Send option

Expected Result: Click Send option

Actual Result: The Element: ClickSend is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud interface for an incident response. The top header shows the Oracle logo and 'Service Cloud' text. A search bar with 'Reference #' and a magnifying glass icon is on the right. Below the header, a breadcrumb trail reads 'Incidents > 200727-000000'. A toolbar contains 'Save', 'Save & Close', 'Refresh', 'New', and 'Print' buttons. A tabbed interface shows 'Summary', 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Messages' tab is active, showing options to 'Add a Response', 'Add Private Note', and 'Add Customer Entry'. A 'Filter' dropdown and 'Newest first' sort order are also visible. The main content area is a green header bar with 'Sys Agent', 'Email', and 'Draft Mode' labels. Below this, there are 'To', 'Cc', and 'Bcc' fields. A rich text editor toolbar with icons for bold, italic, underline, strikethrough, text color, background color, bulleted list, numbered list, link, unlink, and insert link is present. The text area contains the message: 'We are working on your issue and we will get back to you.'

Step No:12

Step Description: HardWait Time

Expected Result: HardWait Time

Actual Result: The browser had waited (hard wait) for: 20 seconds

Status: Pass

The screenshot displays the Oracle Service Cloud interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar contains 'Incidents' and a filter '200727-000000'. Below this is a toolbar with 'Save', 'Save & Close', 'Refresh', 'New', and 'Print' buttons. The main content area has tabs for 'Summary', 'Messages', 'Contacts' (selected), 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Contacts' tab shows a form with fields for 'Email Address', 'Title', 'Office Phone', and 'Address'. The 'Email Address' field is highlighted with a red border and a red error message: 'Email Address is required.' The 'Address' field contains 'ABC Street, Pune 411057'. Below the form is a table with columns: 'Primary', 'Full Name', 'Email Address', 'Organization Name', 'Office Phone', 'Title', and 'Actions'. The table contains one row for 'Jonathan Smith' with a green checkmark in the 'Primary' column and a link to 'Open Print' in the 'Actions' column.

Oracle Service Cloud

Reference #

Incidents 200727-000000

Save Save & Close Refresh New Print

Summary Messages **Contacts** Details Time Billed Tasks Organization Web Visit Attachments Audit Log

Email Address * Title

! Email Address is required.

Office Phone Address ABC Street
Pune 411057

Contacts Contact Fields Incident History

Open Add New Add Existing Print Copy Set Primary Remove

Primary	Full Name	Email Address	Organization Name	Office Phone	Title	Actions
✓	Jonathan Smith					Open Print

Step No:13

Step Description: Verify the Response in Messages

Expected Result: Verify the Response in Messages

Actual Result: null

Status: Fail

The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar contains 'Reference #' and a magnifying glass icon. To the right, there are icons for home, star, plus, and a user profile labeled 'SA'. Below the header, a breadcrumb trail shows 'Incidents' and a specific incident '200727-000000'. A toolbar includes 'Save', 'Save & Close', 'Refresh', 'New', and 'Print' buttons. A tabbed interface shows 'Summary', 'Messages' (selected), 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. Under the 'Messages' tab, there are buttons for 'Add a Response', 'Add Private Note', and 'Add Customer Entry', along with a 'Filter' dropdown and a 'Newest first' sort option. The message content area is highlighted in green and shows 'Sys Agent' and 'Email' in 'Draft Mode'. Below this, there are fields for 'To', 'Cc', and 'Bcc'. A rich text editor toolbar is present with options for font, size, bold, italic, underline, strikethrough, text color, background color, bulleted list, numbered list, link, unlink, and insert link. The message body contains the text: 'We are working on your issue and we will get back to you.'

